

**COUNTY OF LOS ANGELES - DEPARTMENT OF MENTAL HEALTH
PROGRAM SUPPORT BUREAU**

Departmental Quality Improvement Council Meeting

A G E N D A

May 9, 2016
9:00 – 10:30 a.m.
550 S. Vermont Ave., 10th Floor Conference Room
Los Angeles, CA 90020

Naga Kasarabada, Ph.D., Chair

Karen Lee, M.D./Carol Eisen, M.D., Co-Chairs

I	9:00 - 9:05	Introductions & Review of Minutes	QIC Members
II	9:05 – 9:15	Clinical Quality Improvement ➤ OMD Report	K. Lee M. O'Donnell
III	9:15– 9:25	Cultural Competency Updates	M. Parada Ward
IV	9:25 – 9:35	Policy Update – Office of Compliance	R. Faveau
V	9:35 – 9:50	EQRO Review Session – SA QIC Chairs/Co-Chairs	SA QIC Chairs/Co-Chairs
VI	9:50 – 10:10	<ul style="list-style-type: none"> ➤ EQRO Review FY 2015 - 2016 ➤ Revised Peer Survey and SA QI Reports ➤ Agencies QI Process Survey – Follow Up ➤ Provider Directory Printing 	N. Kasarabada
VII	10:10 – 10:20	MHSIP May 2016	T. Jones
VIII	10:20 – 10:30	Patients' Rights Office ➤ Change of Provider Request Log	M. Hernandez J. Walker
		Announcements:	

Next Meeting
June 13, 2016
9:00 – 10:30 a.m.
550 S. Vermont Ave. 10th Floor Conference Room
Los Angeles, CA 90020

**COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
QUALITY IMPROVEMENT COUNCIL (QIC) Minutes**

Type of Meeting	Departmental Quality Improvement Council	Date:	May 9, 2016
Place	550 S. Vermont Ave., 10 th Floor Conf. Rm.	Start Time:	9:00 a.m.
Chair	Naga Kasarabada, Ph.D.	End Time:	10:30 a.m.
Co-Chair	Carol Eisen, M.D./Karen Lee, M.D.		
Members Present	Antonio Banuelos; Aprill Baker; Barbara C. Engleman; Barbara Paradise; Bertrand Levesque; Caesar Moreno; Christina Kubojiri; David Tavlin; Debi Berzon-Leitelt; Debra Mahoney; Gassia Ekizian; Geraldine Gomez; Isidoro Gonzalez; Jamie Walker; Karen Lee; Kary To; Kimber Salvaggio; Leticia Ximenez; Lesli Yosimiara; Lisa Harvey; LyNetta Gore; Margaret Faye; Maria Gonzalez; Michael Tredinnick; Michelle Munde; Michelle Rittel; Mirtala Parada Ward; Misty Aranoff; Monika Johnson; Randolph Faveau; Theodore Cannady; Tonia Amos Jones; Victor Lee		
Excused/Absent Members	Ann Lee; Anna Levina; Carol Eisen; Elizabeth Dandino; Elizabeth Gildemontes; Emilia Ramos; Greg Tchakmakjian; Helena Ditko; Martin Hernandez; Mary Ann O'Donnell; Sandra Chang-Ptasinski; Vandana Joshi		
Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Call to Order & Introductions	The meeting was called to order at 9:00 a.m.	QIC members attended this meeting.	Dr. Kasarabada
Review of Minutes	The April minutes were reviewed.	Minutes were reviewed and approved with the requested changes related to the "Change of Provider Request Log" item on the agenda.	QIC Membership

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Clinical Quality Improvement OMD Report	Dr. Lee reported that OMD is in the process of developing General Medicine e-Consult in collaboration with DHS. This project is for the directly operated clinics and for the clients who do not have primary care physicians. Many clinics will participate in the roll out in the coming months.	Dr. Lee will provide an update on implementation in two to three months.	K. Lee
Cultural Competency Committee Updates (CCC)	<p>Ms. Parada Ward stated that the CCC Unit completed Statements of Work (SOW) to implement two CC related Departmental projects. The first project is to develop a Departmental Cultural Competency Organizational Assessment, which is a requirement by the State. The SOW is already completed and approved. The next step is to submit this to ISD to initiate the solicitation process and this will be completed by end of May 2016. The Organizational Assessment will have two components, an employee survey and system analysis of the level of knowledge regarding the Departments cultural and linguistic competence strategies.</p> <p>The second project is a recommendation from the State's Cultural Competency Plan guidelines, which states that Counties are required to have a fundamental cultural competency training available for their workforce. DMH will be implementing a web-based cultural competency training for employees from Directly Operated (DO) programs, which will be tracked by employee function/classification. A consultant will be contracted to develop the curriculum for this 3-hour training and the technical component will be completed internally. The SA QIC Co-Chairs requested further information on the training for contract providers. Dr. Kasarabada explained that contract providers are required to be in compliance with the Cultural Competence Plan Requirements (CCPR).</p>	<p>Per the request of the SA QI Chairs and Co-Chairs, Dr. Kasarabada will be forwarding the link to the CCPR.</p>	<p>M. Parada Ward</p> <p>N. Kasarabada</p>

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Policy Update – Office of Compliance	Mr. Faveau from Compliance Privacy and Audit Services Bureau provided an update on policies and reviewed the handout.		R. Faveau
EQRO Review Session – SA QIC Chairs/Co-Chairs	Dr. Kasarabada stated that the review team’s exit impressions were very positive. The reviewers reported that SAs 4 and 6 were well prepared for the review and the overall process was smooth. The consumer focus groups and the contract provider sessions were well attended. The review team stated that “the dedication of different staff at all levels was astounding”. They also commented that the Telepsychiatry program was fantastic. They noted that the communication with contract providers on systems issues was good.	The draft report will be received in about 60 days and the final report in 90 days.	N. Kasarabada
EQRO Review FY 2015-2016	The review dates for next year’s review are April 10 - April 13 th . SAs 2 and 5 could potentially be the SAs to be selected based on SAs selected in the previous years but Dr. Kasarabada will confirm once she is notified by the review team. Dr. Kasarabada also explained that having this review in April has clashed with several other deadlines for QID and a request has been made to have the FY 17-18 review in September. The review team is considering second week of September 2017. Dr. Kasarabada will keep the QIC posted once confirmed.		N. Kasarabada

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Revised Peer Survey and SA QI Reports	<p>Dr. Kasarabada reviewed the revised peer survey and SA QI project reports and explained the revised data runs to address the FSP related question on the peer survey and the revised findings on the QI project for “All Professional Roles” and “Clinical Role”. She stated that these reports can be distributed and discussed with SA QICs.</p> <p>Dr. Kasarabada distributed the provider level data on the FSP related question by SA to the SA QIC Chairs and requested them to follow up on the after-hours protocols for the specific providers.</p>		N. Kasarabada
Agencies QI Process Survey – Follow Up	<p>Dr. Kasarabada distributed provider level data for the QI Evaluation Report related question on this survey and asked the SA QIC Chairs to ensure they have a copy of the QI Evaluation Report on-site. She also requested them to forward the survey to all providers in their SA as not all providers have completed this survey.</p>	SA QIC Chairs will follow up with providers on this item and send the survey to providers who did not complete the survey.	N. Kasarabada
Provider Directory (PD) Printing	<p>Dr. Kasarabada stated that since the PD updates are ongoing, the PD update version presented for the Systems Review will be used for printing and distribution to the SAs and the online version will have more current updates.</p>	The SA QIC Chairs will receive printed copies of the PDs once these are ready. PDs will also be made available in threshold languages for the respective SAs.	N. Kasarabada

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
MHSIP May 2016	Dr. Jones indicated that the Spring 2016 Consumer Perception Survey period is slated for May 16, through May 20, 2016. Survey documents are posted on the PSB website for quick reference, i.e. tally sheets, training slides, FAQs, consumer surveys. During the Spring 2015 survey period, 11, 500 surveys were returned. Our goal is to meet or exceed this number.	For additional information please contact the respective QID liaison for the SA.	T. Jones
Patients' Rights Office (PRO)	Ms. Walker asked providers to include their Service Area and Provider information in the subject line when sending Change of Provider reports. Also she asked providers to go onto the SharedPoint site and update their contact information.	If there are any updates to the Provider Numbers such as contact information or Reporting Unit, please update this on the SharePoint site.	J. Walker
Handouts:	<ul style="list-style-type: none"> ➤ Program/Agency QI Process April 2016 ➤ Policy/Procedure Update May 9, 2016 		

Respectfully Submitted,

Naga Kasarabada, Ph.D.